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***Communications and Information***

***REQUESTS FOR TELEPHONE SERVICE AND  
COMMUNICATIONS CONNECTIVITY***

**COMPLIANCE WITH THIS PUBLICATION IS MANDATORY**

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This instruction establishes procedures for requesting telephone service and communications line connectivity, as well as changes to existing service; explains some of the services and options available to Scott AFB customers; and applies to all government telephone users on Scott AFB, except the Defense Information Telecommunications Contract Office (DITCO), Defense Information Systems Agency (DISA), and 126th Air Refueling Wing.

***SUMMARY OF REVISIONS***

This publication has been revised to update Telephone Control Officer (TCO) appointment letters; training of newly assigned TCOs; procedures for worldwide DSN access; validation of Telephone Control Numbers (TCN); and changes telephone service to read telecommunication service throughout the publication.

**1. General:**

1.1. Telecommunication Service. The 375th Communications Squadron (375 CS) provides communications connectivity for official government use on Scott AFB. Features provided by the central telephone switch and ancillary equipment drive services available to individual customers. Telephone options such as “call transfer” and “call forwarding” are software-driven, limited by system and telephone instrument design and capability. Unfortunately, not all features are available at all locations.

1.2. Communications Line Connectivity. Communications line connectivity generally encompasses analog/digital voice and data connections for all originating and terminating Scott AFB circuits. Connectivity can range from a simple single wire-pair circuit to a high speed, fiber-optic circuit. Communications line connectivity generally encompasses digital/data connections for inter-base/intra-base service.

1.3. Base Telephone System Protection. Installation, removal, relocation or modification of any base telephone, telephone equipment, and/or associated wiring without the authorization from 375 CS is prohibited.

1.4. Telephone Control Officers. The organizational commander or equivalent will appoint TCOs. A letter must be submitted addressed to the 375 CS/SCMP appointing the primary and alternate TCO. The letter must include the E-Mail addresses and duty telephone numbers of the individuals.

## 2. Procedures:

2.1. Submit a Telecommunications Service Request (TSR) to request new/modified government telephone service and/or communications line connectivity.

2.2. Requirements must be submitted a minimum of 30 days prior to the customer's anticipated service required date. State in simple terms what requirements/capabilities are needed. A floor plan must be submitted with all requests for service/equipment installations, removals, and relocations. Submissions not meeting the 30-day advanced notice require a justification letter from the group commander (or equivalent level) explaining the need for urgent/emergency service and stating the mission impact.

2.3. All TSRs must be forwarded from a TCO. The TCOs should submit requests via the Worldwide Web (WWW) at <http://scottnp/> (**Attachment 1**).

2.3.1. In the event that the WWW is down for an extended period of time, requests may be submitted on a Scott AFB Form 75, **Communications Service Request**, via the Base Information Transfer Center (BITC), to 375 CS/SCMPS or E-Mail to the Telephone Service Center (**Attachment 2**). Only urgent requests may be faxed to the Telephone Service Center at 256-5999.

2.3.2. For those organizations that do not have Web/LAN access, TSRs will be accepted on a Scott AFB Form 75, via the BITC to 375 CS/SCMPS or E-Mail to the Telephone Service Center. Only urgent requests may be faxed to the Telephone Service Center at 256-5999.

2.4. The 375th Operations Support Squadron Commander must approve all service additions or deletions to the Primary/Secondary Crash Nets.

2.5. All modem line requests must be sent on an AF Form 3215, **C4 Systems Requirements Document**, to 375 CS/SCX who will in-turn forward to 375 CSS/SCCP for approval. All modem line requests must meet requirements as stated in AFSSI-5027. If modems will be used in conjunction with computers or the base computer network, the requesting organization must provide justification and a mission impact statement why a modem is required.

2.5.1. If the request is approved, 375 CSS/SCCP will forward the request to 375 CS/SCMPS for processing.

2.5.2. If the request is disapproved, 375 CSS/SCCP will notify the requester.

2.6. Requests for LAN support must be submitted to 375 CS/SCX on an AF Form 3215.

2.6.1. The 375 CS/SCX will place a tracking number on the request and forward it to 375 CSS/SCON, who will perform a site survey to determine if any additional hardware is required.

- 2.6.2. If LAN infrastructure work is required, the 375 CS/SCX will submit a request, via the WWW, outlining requirements to Base Cable Operations, 375 CS/SCMPK. The 375 CS/SCMPK is responsible for processing a request and making 375 CS/SCMPS aware of the request.
- 2.7. A telephone technician will perform a site survey (excluding LAN requests) and provide technical solutions within 5 duty days of submittal. Direct questions to the 375 CS Telecommunication Service Center at 256-2341.
- 2.8. All communications requirements for General Officer Quarters (GOQ) and Senior Officer Quarters (SOQ) must be coordinated through 375 CS/SCX, who will in-turn coordinate with 375 CES/CEH.
- 2.9. Telephone Control Officer Program--A mass TCO briefing will be held semiannually. All new TCOs will get formal training. Prior to formal training, the newly assigned TCOs will get a TCO handbook.
- 2.10. Telephone Control Number Program--Telephone control numbers will be validated annually.
- 2.11. Worldwide DSN Access--A letter must be submitted to the 375 CS Commander for the approval of worldwide DSN access.
- 2.12. Personal Identification Numbers (PIN)--To be PIN-exempted, you must hold the grade of 06 or above. A letter must be submitted to the 375 CS Commander justifying the need to be PIN-exempted. The listing will be verified by the TSC annually.

**3. Form Prescribed: Scott AFB Form 75**

ALLEN M. MARSHALL, JR., Major, USAF  
Commander, 375th Communications Squadron

**Attachment 1****PROCEDURES FOR SUBMISSION OF TELECOMMUNICATION SERVICE REQUESTS  
VIA THE WWW**

**NOTE:** Only TCOs are authorized to submit Telecommunications Service Requests.

1. Access the WWW using an Internet Browser.
2. Access the following URL: <http://scottnp/>
3. Enter the Username and Password. (Only TCOs are authorized to have the Username and Password.)
4. Select "**Create TSR**" for a new request.
5. Fill in the following information as instructed: (**NOTE: The following information must be entered accurately or errors will result.**)

**LOCATION:**

<b>SITE:</b>	<b>BLV</b>
<b>BUILDING:</b>	Building # that work is to be done in.
<b>ROOM:</b>	Room or Post # that work is to be done in.

**POINT OF CONTACT:**

<b>NAME:</b>	Name of TCO (John Doe/SSgt Doe/Mr. Doe).
<b>TELEPHONE:</b>	Telephone # of TCO (618-256-XXXX or 229-XXXX). ( <b>NOTE: This number <u>must</u> be assigned to the TCO's organization.</b> )
<b>ORGN:</b>	TCO's organization/office symbol (375 POS/BS). (This must be entered exactly as what was provided to TCOs.)
<b>NOTES:</b>	As applicable.

**INTERNAL/EXTERNAL TRACKING:**

<b>ASSIGNED TO:</b>	<b>NEW</b>
<b>XREF JOB NO:</b>	Not used.
<b>XREF WO NO:</b>	Optional space for TCO-assigned Work Order Tracking Number.

**REMARKS:**

Input all requested work information the same as you would in the Remarks Section, Scott AFB Form 75. Also, input the requester/POC name, location, and phone number if different from the TCO information entered previously.

6. Click on the Submit Button. If all the information is correct, you will be given the Telecommunications Service Request number for that TSR. If it does not give you this number, review the information you've provided.

**Attachment 2**

**INSTRUCTIONS FOR PACKAGING FORMS IN FORMFLOW**

1. Using FormFlow, complete Scott AFB Form 75.
2. When finished, go to “Tools.”
3. Select “Package.”
4. Click “OK” on the first screen that appears. (**NOTE:** Do not change any settings on this form.)
5. In the “Save As” box, name the file and save it. (**NOTE:** Make a note of what you named the file and where you saved it.)
6. Now it is ready to be sent as an E-Mail attachment to mailbox “Telecommunication Service Center.”